Pearson BTEC International Level 3 Qualifications in Hospitality

Delivery Guide Introduction

First teaching April 2020

Pearson BTEC International Level 3 Certificate in Hospitality

Pearson BTEC International Level 3 Subsidiary Diploma in Hospitality

Pearson BTEC International Level 3 Foundation Diploma in Hospitality

Pearson BTEC International Level 3 Diploma in Hospitality

Pearson BTEC International Level 3 Extended Diploma in Hospitality

Edexcel, BTEC and LCCI qualifications

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Welcome to your BTEC International Level 3 qualification delivery guide

This delivery guide is a companion to your BTEC International Level 3 specifications and the Sample Pearson Set Assignments. It contains ideas for teaching and learning, including practical activities, realistic scenarios, ways of involving employers in delivery, ways of managing independent learning and how to approach assessments. The aim of this guide is to show how the specification content might work in practice and to inspire you to start thinking about different ways to deliver your course.

The guidance has been put together by tutors who have been close to the development of the qualifications and so understand the challenges of finding new and engaging ways to deliver a BTEC programme in the context of the new qualifications from 2020.

This document provides guidance around what you will need to consider as you plan the delivery of the qualification(s). You will find information about the structure of your course, how you may wish to build the course for your learners, and the other support and resources available to you, along with suggestions for how you could make contact with employers.

Unit-by-unit guidance has been provided. This includes suggestions on how to approach the learning aims and unit content, as well as ideas for interesting and varied activities. You will also find coverage of assessments, including tips and ideas around how to plan for and deliver assignments.

You will find a list of carefully selected resources for each unit. The lists suggest books, websites and videos that you can either direct your learners to use or use yourself as a way to complement your delivery.

We hope you will find this guidance relevant and useful.

Enjoy your course!

What's new?

The BTEC International Level 3 qualifications 2020 are the result of more than three years' consultation with employers, higher education institutions, and many thousands of tutors and managers in colleges and schools. Our aim has been two-fold:

- to ensure that the BTEC International Level 3 qualifications allow a recognised and well-respected route into employment or higher education, by meeting the needs of these key stakeholders
- to ensure that learners enjoy a stimulating course of study and develop the skills and attributes that will enable them to progress.

As a result of this consultation and on the advice of employers, higher education institutions and – most importantly – those of you who teach BTEC, the BTEC International suite has been designed with some key characteristics. These are described throughout this delivery guide and include the following:

- **Cutting-edge content and revisions to the proportion of mandatory content** – Both employers and universities said they wanted greater consistency in coverage of the subject for BTEC learners. Employers wanted to see systematic coverage of core knowledge and skills for their sector, and for the International Level 3 qualifications to reflect up-to-date industry practice.
- **A focus on employability skills** – The BTEC approach to learning, through projects, practical assignments, group work and by simulating the world of work, has always supported the development of employability skills, e.g. self-management. In the new International Level 3 qualifications, the balance of cognitive and skills work has been carefully calibrated to ensure learners have a range of opportunities across their course. The qualifications are mapped to transferable skills, and these skills are supported in Pearson ebooks.
- **Broader assessment in internal units** – The assessment criteria for each unit are carefully structured to set a clear level of demand. Distinction criteria encourage and require depth of study, including demonstration of the application of knowledge and understanding as well as a synoptic element for the learning aim or unit.

Notes:

The specification tells you what **must** be taught and what **must** be assessed. This delivery guide provides suggestions and ideas about how you could do this.

The suggestions given in this delivery guide link with the Authorised Assignment Briefs provided by Pearson, but they are not compulsory. They are designed to get you started and to spark your imagination.

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Overview

Delivery Guides as support

In the specification, the 'Unit content' tells you what must be taught and the 'Assessment criteria' tell you what must be assessed. The 'Essential information for assessment decisions' explains what the assessment criteria mean.

This delivery guide provides suggestions and ideas about how to plan and deliver the qualification.

Unit-by-unit guidance has been provided, which includes suggestions on how to approach the learning aims and unit content. Teaching, learning and formative assessment activities are also suggested. You will find delivery plans to help you timetable your course and ensure your learners are well prepared for internal assessments.

Links to carefully selected resources are provided for each unit. The lists suggest books, websites and videos, which will help you plan and deliver your course. Alternatively, you may wish to direct your learners to these resources.

Use the delivery guides as model templates or an interpretation on which you can base your own plan. Every delivery guide presents each unit as an exemplar, highlighting hospitality and catering links to motivate tutors and learners.

Structure and purpose

The new suite of BTEC International Level 3 qualifications in Hospitality has been developed in consultation with an array of stakeholders, including delivery centres, employers, professional bodies, higher education institutions and apprenticeship providers, to ensure the highest standards, attention to detail and vocational significance.

The table shows all the units and the qualifications for the Pearson BTEC International Level 3 Qualifications in Hospitality to which they contribute. ***You must refer to the full structure to select units and plan your programme.***

Structures of the qualifications at a glance

This table shows all the units and the qualifications to which they contribute. The full structure for this Pearson BTEC International Level 3 in Hospitality is show in *Section 2 Structure*. **You must refer to the full structure to select units and plan your programme.**

Key

	Pearson Set Assignment	**M**	**Mandatory units**	**O**	**Optional units**

Unit (number and title)	**Unit size (GLH)**	**Certificate (180 GLH)**	**Subsidiary Diploma (360 GLH)**	**Foundation Diploma (540 GLH)**	**Diploma (720 GLH)**	**Extended Diploma (1080 GLH)**
1 The Hospitality Industry	**60**	**M**	**M**	**M**	**M**	**M**
2 Environment and Sustainability in the Hospitality Industry	**60**	**O**	**M**	**M**	**M**	**M**
3 Customer Service Provision in Hospitality	**60**	**O**	**M**	**M**	**M**	**M**
4 The Principles of Leadership and Supervision	**60**	**O**	**O**	**M**	**M**	**M**
5 Cost Control for Hospitality Supervisors	**60**	**O**	**O**	**O**	**M**	**M**
6 Hospitality Business Enterprise	**60**	**O**	**O**	**O**	**O**	**M**
7 Supervise Food Service Operations	**60**	**O**	**O**	**O**	**O**	**O**
8 Supervise Food and Beverage Service	**60**	**O**	**O**	**O**	**O**	**O**

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Unit (number and title)	Unit size (GLH)	Certificate (180 GLH)	Subsidiary Diploma (360 GLH)	Foundation Diploma (540 GLH)	Diploma (720 GLH)	Extended Diploma (1080 GLH)
9 Supervise Alcohol Beverage Service	60	O	O	O	O	O
10 Supervision of Food Safety in Hospitality	60	O	O	O	O	O
11 Contemporary Global Cuisine	60	O	O	O	O	O
12 The Cuisine of Your Country	60	O	O	O	O	O
13 European Cuisine	60	O	O	O	O	O
14 Luxury Hospitality	60	O	O	O	O	O
15 Front Office Operations	60	O	O	O	O	O
16 Accomodation Operations	60	O	O	O	O	O
17 Team Development	60	O	O	O	O	O
18 Conferencing and Banqueting	60	O	O	O	O	O
19 Events in Hospitality	60	O	O	O	O	O
20 Menu Development for Specialist Requirements	60	O	O	O	O	O
21 Technology and Digital Media in Hospitality	60	O	O	O	O	O
22 Marketing for Hospitality	60	O	O	O	O	O
23 Personal Selling and Promotional Skills for Hospitality	60	O	O	O	O	O
24 Recruitment andSelection in Hospitality	60	O	O	O	O	O
25 Employee Training in Hospitality	60	O	O	O	O	O
26 Work-related Learning in Hospitality	60	O	O	O	O	O
27 Industry-related Project in Hospitality	60	O	O	O	O	O
28 Supervise Hot and Cold Non-Alcoholic Beverage Service	60	O	O	O	O	O
29 Asian Cuisine	60	O	O	O	O	O

Overview of the Hospitality qualifications suite

Feedback from Hospitality sector employers, professional bodies and higher education institutions has driven the development of increased mandatory content, to ensure all learners master the same foundation of essential knowledge and skills. Dependent on the size of qualification studied, the mandatory content of the BTEC International Level 3 qualifications may develop understanding of:

- the hospitality industry – developing the skills needed to examine, interpret and analyse a variety of statistics that measure the importance of the hospitality industry to learners' home country
- the impact on the environment of carrying out hospitality operations and how to operate in a sustainable manner
- customer service – exploring and applying ways of managing internal and external customer experience to support organisational success and to develop customer service skills
- enterprise and entrepreneurship – identifying a gap in the market for a new hospitality enterprise, researching the financial feasibility of the idea, and developing a plan to launch the enterprise.

The new qualifications continue to offer the traditional range of optional units to complete the course. Dependent on the size of qualification, optional units may be selected to cover various content areas such as:

- Unit 7: Supervise Food Service Operations
- Unit 11: Contemporary Global Cuisine
- Unit 14: Luxury Hospitality
- Unit 16: Accommodation Operations
- Unit 19: Events in Hospitality
- Unit 20: Menu Development for Specialist Requirements
- Unit 22: Marketing for Hospitality
- Unit 25: Employee Training in Hospitality
- Unit 27: Industry-Related Project in Hospitality

The flexibility of the new BTEC International Level 3 qualifications in Hospitality empowers centres to tailor the delivery of units to their own individual facilities and expertise. All qualifications are underpinned by transferable skills that are embedded into unit content.

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Assessment

The BTEC International Level 3 qualifications are assessed using a combination of Pearson Set Assignments and centre-devised assignments. All assessments are internal and marked by tutors.

- All mandatory units are assessed by Pearson Set Assignments except for Unit 3, which is assessed by centre-devised internal assignments or using the Authorised Assignment Brief.
- All optional units are internally assessed using centre-devised assignments or the Authorised Assignment Briefs.

For internally assessed units, you must plan the assignments so that learners can demonstrate learning from across their programme.

Making the right choice for your learners

The suite of BTEC International Level 3 Hospitality qualifications is intended to be inclusive and supportive to individuals in their chosen progression route. No prior study of the sector is needed, but learners should normally have a range of achievement at level 2, in GCSEs or equivalent qualifications. Learners are most likely to succeed if they have:

- five IGCSEs at good grades and/or BTEC qualification(s) at level 2
- other appropriate qualifications or achievement at year 11 or age 16 in core subjects.

Learners' prior achievements and long-term career goals are key to advising on the most appropriate study programme.

The BTEC International Level 3 Hospitality qualifications support learners progressing directly to employment, as the transferable knowledge, understanding and skills will give successful learners an advantage when applying for a range of entry level roles (such as events assistant, food and beverage server, reception assistant, customer service representative) or when applying for 'school leaver' industry training programmes.

The qualifications have also been designed to support progression to further study at university. Learners should always check the entry requirements for degree programmes at specific higher education providers.

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Making contact with employers

Employer engagement is invaluable to the delivery of BTEC International Level 3 Hospitality qualifications as it ensures that delivery remains current and relevant. Learner engagement with the course content will improve when they can see its direct relevance to real situations. Relationships with partner organisations can lead directly to learners being recruited into jobs at the end of their courses.

Once established, employer links can ease future planning by allowing projects to be repeated annually with new cohorts of learners. When attempting to engage new employers, communications from your centre should include the following information.

- **What is the employer expected to undertake?** – Outline what is expected of them in the short, medium and long term. Liaise regularly with the employer, to ensure they understand what is required and the role you wish them to play. In the long term, ask established employers to act as mentors to new employers participating in the scheme.
- **How does the employer do this?** – The employer will want to understand the benefits of the time they will be investing in the programmes alongside running their own business. Empower your employers to be 'Expert Witnesses' for students in their establishment. The paperwork that employers are required to fill in should be easy to follow and relevant. Spend time with the employers at the beginning, explaining the audit trail and why it is important to make the experience count for the learner and contribute towards the overall qualification.
- **What is expected of the centre?** – Once you have engaged with any employer, the first thing to do is establish expectations. Be honest and tell them how much time they will need to spend engaging with students, and what additional work they will need to complete.

Suitable employers could be large established blue-chip companies or SMEs local to your centre; all types of employer could play a part and may be able to provide young people with opportunities such as structured work experience or work placements. For many years, employers have been key in building the foundations of different qualifications and have identified a need for young people in their businesses to fulfil the skills gap that would be left open without such opportunities.

The employer involvement required should be outlined in any centre-devised Employer Guide the centre may wish to prepare for their specific programme of study. The objectives for how this can be undertaken need to be very specific to
the industry.

Regular meetings should be held between the centre, employer and learner to ensure full commitment and understanding by all parties and to confirm that all key milestones are met.

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Support and resources

Support for setting up your course and preparing to teach

Specification

The specification (for teaching from April 2020) gives you details of the administration of the qualifications and information about the units for the qualifications.

Delivery Guide

This free guide gives you important advice on how to choose the right course for your learners and how to ensure you are fully prepared to deliver the course. It explains the key features of BTEC International Level 3 qualifications, for example, employer involvement and employability skills. It also provides guidance on assessment and quality assurance. The guide tells you where you can find further support and gives detailed unit-by-unit delivery guidance. It includes teaching tips and ideas, assessment preparation and suggestions for further resources.

Schemes of work

Free sample Schemes of Work are given for each mandatory unit. These are available in Word™ format for ease of customisation.

myBTEC

myBTEC is an online toolkit that lets you plan and manage your BTEC provision from one place. It supports the delivery, assessment and quality assurance of BTECs in centres and supports tutors with the following activities:

- checking that a programme uses a valid combination of units
- creating and verifying assignment briefs (including access to a bank of authorised assignment briefs that can be customised)
- creating assessment plans and recording assessment decisions
- tracking the progress of every learner throughout their programme.

To find out more about myBTEC, visit the myBTEC page on the support services section of our website.

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Support for teaching and learning

Pearson Learning Services provides a range of engaging resources to support BTEC International Level 3 qualifications. These may include:

- textbooks in ebook and print formats
- revision guides and revision workbooks in ebook and print formats
- teaching and assessment packs, including e-learning materials via the Active Learn Digital Service.

Teaching and learning resources are also available from a number of other publishers. Details of Pearson's own resources and of all endorsed resources can be found on our website.

Support for assessment

Sample assessment materials for internally assessed units

For internal units assessed using a Pearson Set Assignment, we will provide a sample assignment as an example of the form of assessment required. For the remaining internally-assessed units, we allow you to set your own assignments, according to your learners' preferences and to link with your local employment profile.

We provide Authorised Assignment Briefs and sample Pearson Set Assignments, which are approved by Pearson Standards Verifiers. These resources are available via our website and on myBTEC.

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Pearson English

Pearson provides a full range of support for English learning, including diagnostics, qualifications and learning resources. Please see www.pearson.com/english.

Pearson is not responsible for the content of any external internet sites. It is essential for tutors to preview each website before using it in class so as to ensure that the URL is still accurate, relevant and appropriate. We suggest that tutors bookmark useful websites and consider enabling students to access them through the school/college intranet.